

**Pathways Community Behavioral Healthcare, Inc.**

**Rural Health Care Pilot Program**

**Request for Proposal RFP 00**

**Contents**

Project Overview  
General Requirements  
Network Specifications  
Evaluation Criteria  
Submitting Questions and Proposals  
Appendix: Site Descriptions

**Project Overview**

Pathways Community Behavioral Healthcare, Inc. ("Pathways") is a not-for-profit community mental health center providing comprehensive mental health and substance abuse treatment and prevention services to pre-adolescent children through older adult populations at 32 locations across Missouri.

Pathways seeks to establish an enhanced IT network for the delivery of mental health services via telemedicine in rural locations that otherwise would be unable to meet the needs of the community.

To achieve this goal, Pathways is accepting proposals for the implementation of a single vendor solution of 3 Point to Point circuits and 16 MPLS network circuits to connect the 19 Pathways sites described below to the Pathways corporate data center located in Clinton, Missouri.

**General Requirements**

1. The vendor solution must be compatible and interoperable with Pathways' current network hardware. Current router and switch installations are comprised of Cisco and Nortel products.
2. Project completion should be accomplished within 90 days of vendor selection.
3. Vendors must provide their service provider identification number ("SPIN") with proposals.
4. Vendors must follow the single invoice process described on the USAC website.

## **Network Specifications**

1. Connections to each of the MPLS sites must have a minimum bandwidth connection of 1.5 MB unless otherwise specified within the site description.
2. Connections to each of the Point to Point sites must have a minimum bandwidth connection of 1.5 MB to the Pathways corporate data center unless otherwise specified within the site description.
3. The network must be configured so that all outward bound Internet communication occurs through the Pathways corporate data center or, upon activation, Pathways' designated disaster recovery site.
4. Circuit termination will be in the telephone/mechanical room of each site.
5. Technical requirements:

Service Availability	99.9%
Network Monitoring/Alerts	24/7
Network Problem Response	30 minutes
Network Repair Time	4 hours
Latency	70 ms or less

## **Evaluation Guidelines**

Pathways will evaluate proposals against the following criteria:

1. Compliance with the FCC project order;
2. Compliance with the terms of this RFP;
3. Ability of the vendor to implement all aspects of proposed solution without subcontracts;
4. Assessment of ability of vendor to meet established time frames for project implementation;
5. Assessment of ability of vendor to complete the project as defined in light of past performance, current references and proposed product selection; and
6. The cost of the proposed solution.

Pathways reserves the right to reject any proposal that does not meet the needs or is not in the best interest of Pathways. Whether Pathways enters in to any agreement for the services described herein is contingent upon USAC's approval of a request for service support and issuance of a Funding Commitment Letter.

## **Submitting Questions and Proposals**

Questions regarding this RFP may be submitted via e-mail to Brad Tharp at [btharp@pbhc.org](mailto:btharp@pbhc.org) with a concurrent copy to Richard L. Colvert at [rcolvert@pbhc.org](mailto:rcolvert@pbhc.org) through the 29th day after this RFP is posted on the USAC web site. Any questions

submitted after this cut off date will not be answered.

Answers to questions submitted by the deadline will be posted on the Pathways web site (<http://www.pathwaysonline.org>) within 5 business days of receipt. A link to the questions and answers will be provided on the Pathways home page.

Proposals must be submitted by the 40<sup>th</sup> day after this RFP is posted on the USAC website. Proposals may be submitted electronically to Richard L. Colvert at [rcolvert@pbhc.org](mailto:rcolvert@pbhc.org). In addition, two paper copies of each proposal must be sent to the following address and postmarked no later than the 39<sup>th</sup> day after this RFP is posted on the USAC website:

Richard L. Colvert  
Chief Information Officer  
Pathways Community Behavioral Healthcare, Inc.  
1800 Community Drive  
Clinton, Missouri 64735

A decision regarding the submitted proposals will be reached by the 50<sup>th</sup> day after this RFP is posted on the USAC website.

## Appendix

### Site Descriptions

- 1. Pathways Community Behavioral Healthcare, Inc.**  
201 Main Street  
Belton, Missouri 64012  
(816) 322-4332  
(816) 322-5445 fax

Pathways Belton office works with all age groups needing outpatient behavioral health care services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. Telemedicine is currently used at this location to connect clients with mental health professionals. This site will require a 1.5 MBPS Point to Point connection to the corporate data center.

- 2. Pathways Community Behavioral Healthcare, Inc.**  
741 N. State Hwy 5  
P.O. Box 1560  
Camdenton, Missouri 65020  
(573) 317-9100  
(573) 317-9104 fax

Pathways Camdenton office works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capability proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

- 
- 3. Pathways Community Behavioral Healthcare, Inc.**  
106 Corporate Lake Drive  
Columbia, Missouri 65203  
(573) 442-1690  
(573) 442-1804 fax

Pathways Columbia office works with children needing outpatient behavioral healthcare services. Doctors at this location currently use telemedicine to connect to a limited number of rural offices. This site will require a 3.0 MPLS connection to the corporate data center to better serve rural communities.

- 4. Pathways Community Behavioral Healthcare, Inc.**  
107 W. Broadway Street  
El Dorado Springs, Missouri 64744  
(417) 876-5314  
(417) 876-5328 fax

Pathways El Dorado Springs works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capability proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

5. **Pathways Community Behavioral Healthcare, Inc.**  
**1905 Stadium Boulevard**  
**P.O. Box 104146**  
**Jefferson City, Missouri 65110**  
**(573) 634-3000**  
**(573) 634-4010 fax**

Pathways Jefferson City office works with all age groups needing outpatient behavioral health and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. Doctors at this location currently use telemedicine to connect to a limited number of rural offices. This site will require a 3.0 MBPS MPLS connection to the corporate data center.

6. **Pathways Community Behavioral Healthcare, Inc.**  
**3400 West Truman Boulevard**  
**Jefferson City, Missouri 65109**  
**(573) 635-5819**  
**(573) 635-9643 fax**

Pathways Truman Boulevard office works with all age groups needing outpatient behavioral services. The telemedicine capability proposed for this location will expand services available to clients. This site will require a 1.5 MBPS Point to Point connection to the corporate data center.

---

7. **Pathways Community Behavioral Healthcare, Inc.**  
**1216 Deadra Drive**  
**Lebanon, Missouri 65536**  
**(417) 532-7102**  
**(417) 532-6606 fax**

Pathways Lebanon office works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. Telemedicine is used at this location to connect clients with mental health professionals. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

- 8. Pathways Community Behavioral Healthcare, Inc.**  
**Lafayette Square Shopping Center**  
**819 S. 13 Hwy**  
**Lexington, Missouri 64067**  
**(660) 259-3898**  
**(660) 259-4497 fax**

Pathways Lexington office works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capability proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

- 9. Pathways Community Behavioral Healthcare, Inc.**  
**320 N Mac Boulevard**  
**Nevada, Missouri 64772**  
**(417) 667-2262**  
**(417) 667-6515 fax**

Pathways Nevada office works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capability proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the data center.

- 10. Pathways Community Behavioral Healthcare, Inc.**  
**1197 State Hwy KK**  
**Osage Beach, Missouri 65065**  
**(573) 348-5331**  
**(573) 348-5232 fax**

Pathways Osage Beach office works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capabilities proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

- 11. Pathways Community Behavioral Healthcare, Inc.**  
**407 Laurus Drive**  
**Raymore, Missouri 64083**  
**(816) 318-4430**  
**(816) 318-8865 fax**

Pathways Raymore office works with all age groups needing outpatient behavioral healthcare services and psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capability proposed

for this location will expand services available to clients. This site will require a 1.5 MBPS Point to Point connection to the corporate data center.

**12. Pathways Community Behavioral Healthcare, Inc.**

**1450 E. 10th Street  
Rolla, Missouri 65401  
(573) 364-7551  
(573) 364-4898 fax**

Pathways Rolla office works with all age groups needing outpatient behavioral healthcare services and psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. Doctors currently use telemedicine to connect to a limited number of rural offices. This site will require a 3.0 MBPS MPLS connection to the corporate data center. It will also require a separate 3.0 MBPS MPLS connection for disaster recovery processes. Failover from the corporate data center must be configured to this location.

**13. Pathways Community Behavioral Healthcare, Inc.**

**1400 South Limit Avenue, Suite 9  
Sedalia, Missouri 65301  
(660) 826-5885  
(660) 826-5174 fax**

Pathways Sedalia office works with all age groups needing outpatient behavioral health care services and psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capabilities proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

**14. Pathways Community Behavioral Healthcare, Inc.**

**204 E. Market Street  
Warrensburg, Missouri 64093  
(660) 747-2286  
(660) 747-5799 fax**

Pathways Warrensburg Market Street office works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capability proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

**15. Pathways Community Behavioral Healthcare, Inc.**

**520-C Burkarth Road  
Warrensburg, Missouri 64093**

**(660) 747-7127**  
**(660) 747-1823 fax**

Pathways Warrensburg Burkarth Street office works with all age groups needing outpatient behavioral healthcare services and provides psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. The telemedicine capabilities proposed for this location will expand services available to clients. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

**16. Pathways Community Behavioral Healthcare, Inc.**

**1620 Hilltop Drive**  
**Warsaw, Missouri 65355**  
**(660) 428-1280**  
**(660) 428-1283 fax**

Pathways Warsaw office is a works with all age groups needing outpatient behavioral healthcare services and psychosocial rehabilitation services to clients who have been discharged from inpatient mental health centers. Telemedicine is used at this location to connect clients with mental health professionals. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

**17. Pathways Community Behavioral Healthcare, Inc.**

**1800 Community Drive**  
**Clinton, Missouri 64735**  
**(660) 885-8131**  
**(660) 885-2393 fax**

Pathways' corporate office located in Clinton, Missouri serves as the administrative and data center for the organization. This site will require a 10.5 MBPS connection to the MPLS network. All networked Pathways facilities will have their internet traffic routed through this office.

**18. Pathways Psychiatric Hospital, Inc.**

**d/b/a Royal Oaks Hospital**  
**307 N. Main Street**  
**Windsor, Missouri 65360**  
**(660) 647-2182**  
**(660) 647-2217 administrative offices fax**  
**(660) 647-3617 hospital fax**

Royal Oaks Hospital is a 41-bed inpatient facility accredited by the Joint Commission that provides comprehensive psychiatric services to children, adolescents and adults. This site will require a 1.5 MBPS MPLS connection to the corporate data center.

**19. Pathways Psychiatric Hospital, Inc.**

**d/b/a Royal Oaks Hospital**



**Windsor Annex – Administrative Offices**  
**200 W. Florence Street**  
**Windsor, Missouri 65360**  
**(660) 647-9921**  
**(660) 647-3617 fax**

The Windsor Annex houses the administrative and billing services of Royal Oaks Hospital and serves as a staff education classroom. This site will require a 1.5 MBPS MPLS connection to the corporate data center.